SureWest Whole Home DVR Manual

Important information!
Retain for your reference.

SureWest®
A better experience.

Back to Table of Contents

SureWest Whole Home DVR

SureWest Whole Home DVR makes your cable experience, a better cable experience. Our Whole Home DVR allows you to watch your recorded programs on any TV in your home with just one DVR! And, you can record you up to 2 programs per DVR at one time! In the middle of watching a recorded program and need to finish watching it in another room? No problem, just press stop and start it up in another room. Can't decide which show to record? Record them all and don't forget to record every episode with the Program Series Record feature. SureWest's Whole Home DVR enables you to watch what you want, when you want from anywhere in your home. We'll change the way you watch TV!

SureWest Whole Home DVR…*a better experience!*

Contents

Click on the table of contents sections to go to that page.

Let's Get Started 4
- Get to know your SureWest Whole DVR and set-top box. 4
- Remote Control 7
- Connections. 9
- Menu 11
- Name your DVR. 11
- HDTV Set 12
- Audio 13

DVR/Set-top box Functions 14
- Control Live TV and Recording 14
- Record and Replay Programs 16
- Default Recordings Settings. 17
- Series Recording. 19
- Conflict Management 20
- Info 21
- Guide 22
- Favorites. 23
- Parental Controls 24
- Closed Captioning. 26
- Caller ID on TV 27
- FAQs. 29

Let's Get Started

Get to know your SureWest Whole Home DVR and Set-top box

Your SureWest Whole Home DVR/set-top box is a Cisco Explorer 8652/4652HDC. It supports all of SureWest's cable TV services including Pay Per View, Video on Demand and HD.

Your DVR and set-top box must be handled much in the same way as a computer to reduce potential for damage.

- Position it in an open space to allow airflow around the DVR/set-top box
- Do not place the DVR/set-top box in an enclosed entertainment unit or cabinet
- Do not place the DVR/set-top box on a soft surface such as a rug, sofa, bed or other similar surface
- The DVR/set-top box should not be next to an external heat source that could raise the temperature of the unit
- Connection into a surge protector along with your other audio/video equipment is highly recommended

Included Accessories

Remote control

Power Adaptor

RGB (component) cables

HDMI cable

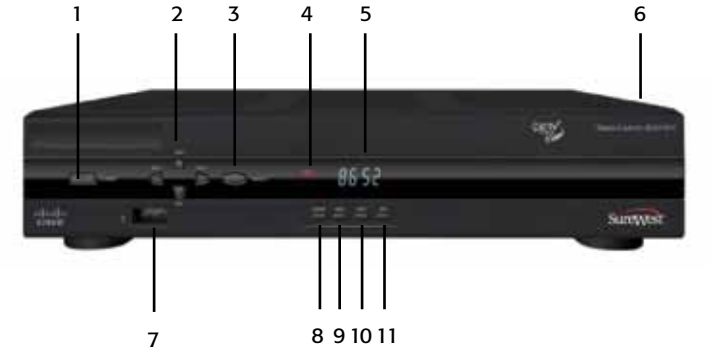
Batteries

DVR/Set-top box Manual

Programming Remote Control Guide

Back to Table of Contents

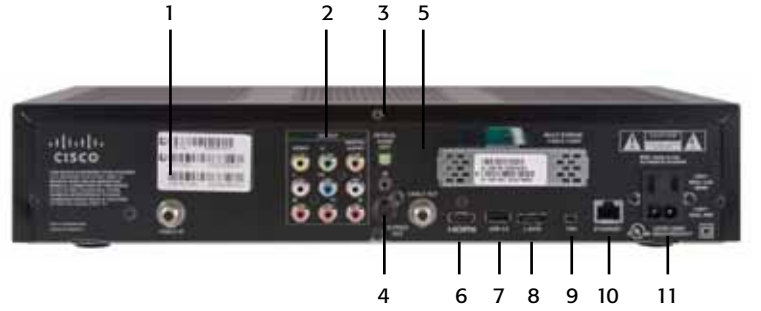
Front Panel



Item	Description	Function
1	Power	The power button will turn the DVR/set-top box on and off.
2	Up, down, left and right arrow keys	Up and down arrows allow you to change channels. Left and right arrow keys allow you to navigate through the guide and menu.
3	Select	Confirms channel or menu selections
4	Indicator Light	When this indicator is lit up with Red it indicates the DVR/set-top box is recording a program, the Green light indicates the DVR is powered on
5	Clock	The time or channel can be indicated here.
6	Cisco DVR/set-top box model number	8652 identifies the DVR and 4652 identifies the set-top box
7	USB Drive	Reserved for future use
8	Guide	Press this button to activate your on screen programming guide
9	Info	Press this button to activate the on-screen program information bar
10	Exit	Press this button to exit on-screen applications to return to live TV
11	List	Press this button to go to a list of the recorded programs available for viewing on your DVR

Back to Table of Contents

Back Panel



Item	Description	Function
1	Cable In	Coax input for home cable network
2	Output	Video and Audio output connections
3	Optical Audio Out	S/PDIF audio output to a digital home theater receiver
4	S- Video Out	Video output for VCR or TV with S-Video connections
5	Cable Out	RF output to connect VCR or DVD player
6	HDMI	Input for high-definition TV or home theater receiver with HDMI connectors
7	USB	USB connection
8	SATA	External hard drive extension
9	1394	Firewire port
10	Ethernet	Ethernet port to connect to the home network
11	Power output	Polarized 2-prong outlet, 500W max

Back to Table of Contents

Remote Control

Remote Control

To view you Cable TV service, complete the following steps:

1. Press the TV button on your remote control
2. Press the Power button on your remote control
3. Press the CBL button on your remote control
4. Press the Power button on your remote control
5. Press the Menu button to display the main menu
6. Use the arrow keys to select an option: TV, Recorded TV, Applications or Settings

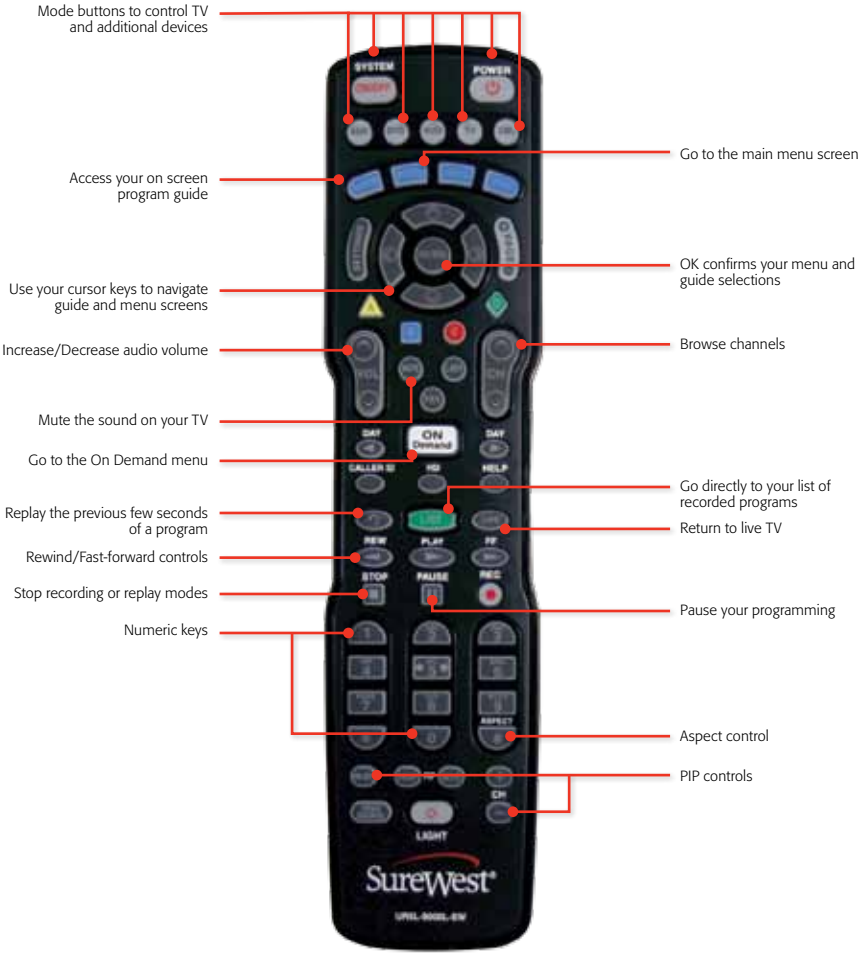
You are now ready to sit back, relax and enjoy a better TV experience!

Back to Table of Contents

Remote Control

Remote Control Functions

Use your remote control to access programs, adjust volume, control your DVR/set-top box and On Demand selections as well as scroll through and confirm actions within the on-screen menus.


Mode buttons to control TV and additional devices
Access your on screen program guide
Use your cursor keys to navigate guide and menu screens
Increase/Decrease audio volume
Mute the sound on your TV
Go to the On Demand menu
Replay the previous few seconds of a program
Rewind/Fast-forward controls
Stop recording or replay modes
Numeric keys
Go to the main menu screen
OK confirms your menu and guide selections
Browse channels
Go directly to your list of recorded programs
Return to live TV
Pause your programming
Aspect control
PIP controls
SYSTEM
POWER
ON Demand
LIGHT
SureWest

Batteries

To change the batteries, open the cover on the back of the remote. Press the cover tab gently and lift the cover up. Other ways of opening the cover may result in breaking the cover. The batteries should be installed observing the polarity presented on the inside of the battery compartment.

Back to Table of Contents

Connect your SureWest DVR/Set-top box

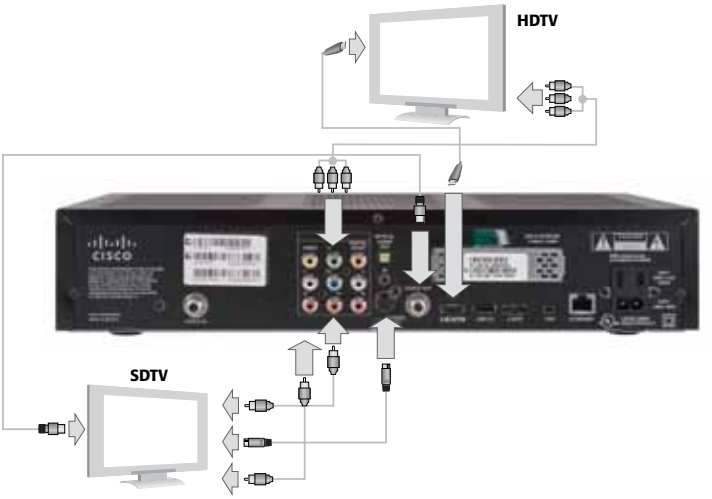
Basic Connections

These are the required connections for your DVR/set-top box to operate properly.

Connect the power supply via the Power Adaptor. Next connect the Coax cable to the Cable In port on the back of your DVR/set-top box.

TV Connections

Choose one of the available types of connections for your DVR/set-top box with your TV. Keep in mind that HDMI and Y PB PR connectors are for HDTV.

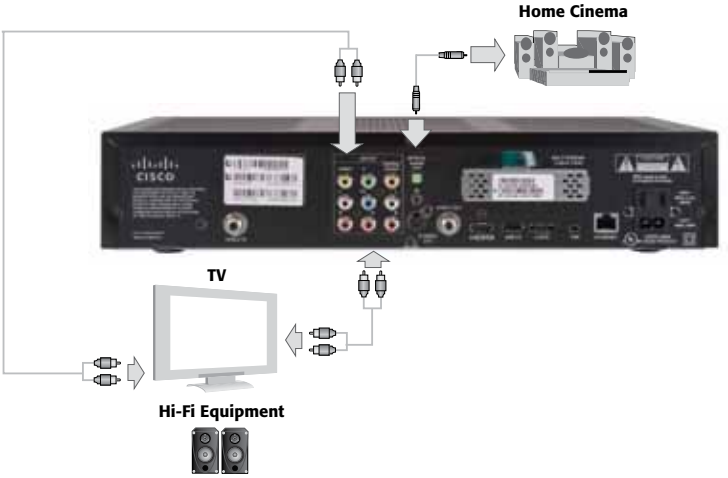


Back to Table of Contents

Connect your SureWest DVR/Set-top box

Audio Connections

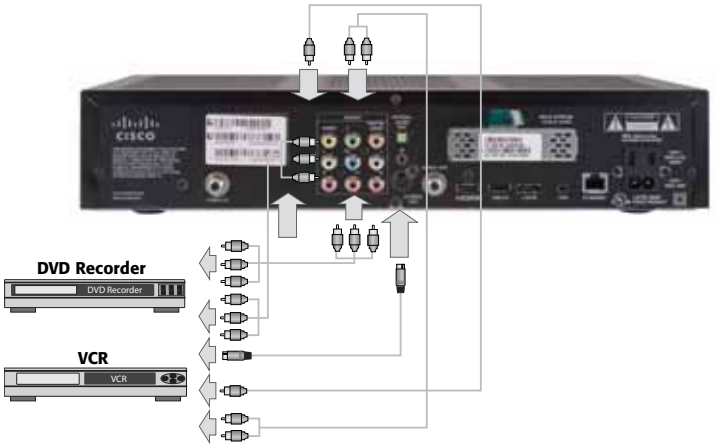
Choose one of the three types of audio connections available. If you have a home theater system you can connect it to your DVR/set-top box using the S/PDIF connector and the appropriate cable.



VCR, DVD Recorder Connections

As an option you can connect your DVR/set-top box. Choose one of the two possible connections.

Note: To record sound, you need to connect your VCR or DVD recorder to the audio output of your DVR using an RCA composite cable.



Back to Table of Contents

Set up your SureWest DVR/Set-top box

DVR/Set-top box Initial Boot Up

Once you have completed connecting your DVR/set-top box to your TV, turn on your DVR/set-top box. The DVR/set-top box will boot up and communicate with the SureWest server in order to download all programming information. This process can take up to 5 minutes.

The Menu

Use the Main Menu to quickly access the Live TV, Recorded TV, On-Demand, Applications and Settings menus.

Access the Menu

1. Press the **Menu** button on your remote control
2. Use the to access one of the following options:
    - **TV**: Access the program guide, favorite channels, search for programs and watch live TV
    - **Recorded TV**: Access your list of recorded programs, programs scheduled to record and add programs to be recorded
    - **On-Demand**: Order movies, TV series or programs and documentaries to watch in the comfort of your own home
    - **Applications**: Access interactive applications
    - **Settings**: Select settings for language preferences, parental controls, and other system settings

Name Your DVR

Your SureWest cable service allows you to have up to two Whole Home DVR boxes in your home. In order to determine which DVR you are managing settings or recordings for you can assign each Whole Home DVR a location name. For example, you could name your DVR Living Room or Master Bedroom based on the box location.

Back to Table of Contents

Set up your SureWest DVR/Set-top box

To set up the DVR names, follow these steps:

1. Press the **Menu** button on your remote control
2. Press to navigate to **Settings**
3. Press to navigate to **System** and press **OK**
4. Press to navigate to **Box Name** and press **OK**. Using the key pad type the preferred DVR name preference
5. Once the DVR name is completed, using navigate to the **Save** option and press **OK**

HDTV Set Up

The default setting for your DVR/set-top box is 1080i High Definition TV, if you will be connecting your DVR/set-top box to a standard definition TV or would prefer to view your programming in an SD format, please follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll to **Appearance** and press **OK** on your remote control
4. First choose your TV Screen Appearance format. Scroll to TV Type, scroll left or right to select your preferred TV appearance format. The format options available are 1080i HDTV, 4:3 SDTV, 16:9 SDTV and 720p.
5. Next choose your preferred Video Output. The output options are Normal, Stretch, Zoom 25% or Zoom 50%.
6. The Theme only offers one option at this time and cannot be changed from the default option of Cisco Blue. The theme is the menu and guide color scheme.

Back to Table of Contents

Appearance
Your TV may not be able to display a resolution of 1080i on HD screens.
To verify if this is the correct setting for your TV, choose Begin test. If you don't see anything during the test, wait 15 seconds and then choose another setting.
Begin Test
Cancel
to go back

1) Once you have selected your preferred TV appearance format, scroll to **Save.**

2) After pressing **Save** you will get an new text box advising you that a test will begin to make sure this format is compatible with your TV. Scroll to **Begin Test** and press **OK** on your remote control.

3) During the screen test a text box will appear prompting you to **Cancel** or **Keep Setting.** If you see this image and want to **Keep the Setting,** scroll to **Keep Setting** and press **OK** on your remote control. Your screen appearance format has now been updated.

4) If you see a blank screen during the screen test you will get another text box prompting you to **Choose Another Setting** or **Begin Test Again.** If you saw a blank screen during the test you should select **Choose Another Setting** to repeat the process until you have selected the proper screen appearance format for your TV.

Screen Appearance shortcut: To quickly change the Video Ouput to Normal, Stretch, Zoom 25% or Zoom 50%, press Info button on your remote control and scroll to the **Video Output Toggle** icon . Press **OK** on your remote control, this will automatically change your video output to the next available format. Or while watching your favorite channel just press the # key on your remote control. This will also automatically change your video output to the next available format.

Audio

To set up the language preference settings follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll to **Audio** and press **OK** on your remote control
4. **In the Audio menu you can update the following Audio options:**

    1) **Audio Output:** The default setting is Dolby Digital, you may also choose Other to support and HDMI output connection to your TV.

Back to Table of Contents

2) **Audio Range:** the default setting is **Narrow** which will minimize the audio inflections between the quietest and loudest audio ranges in any program. Other options include **Wide**, which will allow for extreme ranges of audio inflection or **Normal** which normalizes the audio range in a program.

3) **Volume Control:** The default option is **Fixed**, which will allow your DVR remote control to control the TV volume. You may also select **Variable** which will require you to use your TV remote control separately to control the volume on your TV.

4) **Preferred Audio Language:** The default option is English. You also have the option of selecting Spanish or French, if selected a program will play in the chosen language when the programming is made available in one of these languages. Otherwise all programming will be aired in English.

5) **Described Video:** The default option is **Disabled,** you may also select **Enabled**. When enabled **Described Video** provides visually impaired viewers with audio descriptions of key elements in a program, such as what is happening on the screen during pauses in dialog.

5. **Once you have made your audio selections, scroll to Save and press OK on your remote control. Changes must be saved or changes will be lost.**

Control Live TV Programming and Recording

With SureWest Whole Home DVR you will be able to control your TV like never before. Pause, fast-forward or rewind as many times as you want – all with a push of a few buttons on your remote control. When you pause or rewind a live TV program, you can choose to either watch the buffered program or catch up to live TV by pressing fast-forward on your remote.

Note: Pause, rewind and fast-forward of live TV are only available on the DVR box (Cisco 8652 HDC).

Buffered programs (feature not available on all SureWest set-top boxes)

Your Whole Home DVR will create a temporary recording of the channel you are watching. This feature is referred to as a buffer and your DVR will automatically buffer the program you are watching. Your DVR will buffer up to 2 hours of programming, the buffer process will continue until you:

- **Tune to another program.** Changing channels will cause your DVR to begin buffering the program most recently tuned to and will remove the previous program stored in the buffer.
- **Turn off your DVR.** When you turn off your DVR/set-top box, it clears the buffer.

To record all of your currently buffered programming, just press the record button. This will record all of the content that is currently in the buffer for the current program up to 2 hours.

Back to Table of Contents

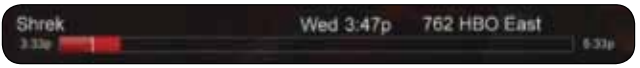
Note: The following set-top boxes are not compatible with the Whole Home DVR service and do not provide access to Whole Home DVR recorded programming.

Scientific Atlanta Set-top Box models

- 2200
- 3250
- 4250
- 8000 Series (DVR)
- 8010 Series (DVR)
- 8300 Series (DVR)

Status Bar

The Status Bar appears each time you use a replay control such as pause, fast-forward or rewind. The status bar also provides you details about the program you are watching. The red portion of the status bar represents that portion of the program that has been viewed or recorded, the unfilled portion to the right of the white line in the status bar represents the unviewed portion of the program.



Pause a Live Program

Use **Pause** to freeze the program you are watching. Programs will remain in pause for up to 2 hours.

1. Press **Pause** to freeze the program.
2. Press **Play** to resume watching at normal speed.

Rewind or Fast-Forward a Live Program

You can rewind or fast-forward at three different speeds: 8X, 16X or 64X which are indicated by 3, 4 or 5 arrows.

1. Press **Rewind or Fast-Forward** up to three times to increase the speed. The status bar at the bottom of your screen will indicate where you are in the program.
2. You can only fast-forward up to the point of the live TV program. You cannot fast-forward ahead of live TV.
3. Press **Play** to resume watching at normal speed.

Back to Table of Contents

DVR/Set-top box Functions

Catch up to the live TV program

When you pause or rewind a live TV program, you can choose to either watch the buffered program or catch up to live TV by pressing fast-forward button on your remote control. See remote control functions on page 7.

Record and Replay Programs

Your SureWest DVR can record up to 200 hours of SD programming or up to 80 hours of HD programming. Storage space will depend on the type of content you are recording (HD or SD).

Recorded TV

From the **Recorded TV** menu you can access recorded content, scheduled recordings and schedule new recordings. To access the **Recorded TV** menu press the **Menu** button on your remote control and scroll to **Recorded TV**.

The following actions are available through your **Recorded TV** menu:

- **My Recordings.** You can view a list of your recorded programs by Date, Title, Channel or DVR.
  - **By Date.** Programs will be displayed in order by the date they were recorded from newest to oldest.
  - **By Title.** Programs will be displayed by program titles in alphabetical order.
  - **By Channel.** Programs will be displayed by channel number. Channels recorded will be displayed in numerical order from lowest to highest, all programs for each channel are displayed alphabetically.
  - **By DVR.** Programs are displayed by DVR location. Each location's recording are displayed in alphabetical order. DVR location is referencing the location name of each DVR in your home.
- **Scheduled Recordings.** The scheduled recordings option enables you to view your scheduled recordings by Date, Title, Channel, Series or DVR.
- **Add a Recording.** When choosing the Add a Recording option you will be presented with a text box to choose how you would like to specify the program to be recorded. You can choose to Select a Program for the Guide or you can set the recording manually.
  - **Select Program from Guide.** Selecting this option will take you directly to your on screen program guide where you can browse programming to schedule your recordings.
  - **Set Recording Manually.** Selecting this option will take you to the Add a Recording preference screen where you choose the Channel, Date, Start Time, End Time, Save Until and Lock options.
    - **Channel.** Scroll left or right to browse channel numbers available for recording.
    - **Date.** Scroll left or right to select the date of your recording up to 8 days in advance.
    - **Start Time.** Scroll left or right in 15 minute increments to choose your desired program recording start time.
    - **End Time.** Scroll left of right in 15 minute increments to choose your desired program recording end time.

- **Save Until.** Scroll left or right to choose how long you want the recording to be kept. You can choose to keep the recording until you erase it, 3 days, 1 week (7 days), 2 weeks or until Space is needed.
- **Lock.** Choose to Lock or keep a recording unlocked. If you lock a recording it cannot be deleted until you choose to unlock the recording. If you choose to schedule it as unlocked, the recording will be deleted based on the Save Until preference you have selected.
- All manual scheduling preferences must be saved or the will be deleted.

To record a program:

1. **While watching TV.** Press Record on your remote control, a message that says "Scheduling" followed by the program status bar will appear on the screen to indicate the recording is beginning.
2. **While in the On Screen Program Guide.** Highlight a program and press Record on your remote control. A red dot will appear next to the selected program titles verifying your recording selection.
3. **Record multiple programs at the same time.** Your DVR has the ability to record two programs at one time. Use the steps above to select multiple recordings even if they are scheduled for the same or overlapping times.

Coming soon: ***Search Feature.*** An update to the Search feature will soon be available to help you set recordings by show title.

Default Recordings Settings

To further customize your Recordings, you can set **Default Recording Settings**.

To set your Default Recording Settings, follow these steps:

1. Press the **Menu** button on your remote control
2. Press to navigate to **Settings** and press **OK**
3. Press to navigate to **DVR Settings** and press **OK**
4. Press to navigate to **Default Recording Settings** or **Default Series Settings** and press **OK**
5. Press to navigate through the following options, and press to set each option:
   - **Episodes**: Options include **New Episodes** Only and **All Episodes**
   - **Time:** Options include **This Time Slot Only** and **Any Timeslot**

DVR/Set-top box Functions

Default Recordings Settings continued

- **Day**: Options include **This day of the week only** and **Any day of the week**
- **Save Until**: Options include **I erase, 3 days later, 1 week later, 2 weeks later** and **Space is needed**
- **Lock**: Options include **Locked** and **Unlocked**
- **Start**: Options include **On time, 5 minutes before, 15 minutes before, 30 minutes before, 1 hour before** and **3 hours before**
- **Stop**: Options include **On time, 5 minutes after, 15 minutes after, 30 minutes after, 1 hour after** and **3 hours after**

6. Press to navigate to **Save** and press **OK**
7. Press **Exit** to close the DVR Settings menu

DVR Icons and Definitions

Recording is in progress

Recording is part of a series

Recording is fully viewed

Recording is partially viewed

Recording is marked as "Save until I delete"

Recording is in danger of being deleted, or is in conflict and may not record as scheduled

Recording is locked by parental controls

Back to Table of Contents

Replay a Recorded Program

To replay one of the programs you have recorded on your DVR, press the **List** button on your remote control. Scroll to the program you want to watch and press **OK** on your remote control. A play preference screen will appear, enabling you to Resume playing (this option is only available if the program has been watched previously), Play the recording from the start, Lock the recording, Delete the recording or save until you delete. Scroll to the option your preferred option and press **OK** on your remote control.

If more than one episode of the same series is recorded, select the series folder, press OK then select the episode you would like to match.

Series Recording

SureWest DVR makes it easy to record every episode of your favorite program. With the **Record Series** feature you can schedule recordings of your favorite program by title, channel, date or time. You can choose to have all episodes record or new episodes only. Record Series gives you the ability to choose which channels to record, recording in HD or SD and whether to start the recording early or end the recording late.

1. **Schedule a Series Recording** while in the program guide. While in the guide, scroll to the program you would like to schedule a Series Recording for and press the Record button on your remote control twice. Three red dots will appear next to the program indicating a series recording of that program has been scheduled.
2. **Edit a Series Recording.**
    a. Press the **Menu** button on your remote control
    b. Scroll to **My Recordings**
    c. Scroll to **Scheduled Recordings**
    d. Press **OK** on your remote control
    e. Scroll to **By Series**
    f. Scroll to the series that you would like to edit and press **OK** on your remote control
    g. Select **Modify Series** to edit the details of the series recording or select **Cancel Series**
3. To **Cancel a Series Recording** in the guide, scroll to a scheduled Series Recording and press the **Record** button three times.

Back to Table of Contents

DVR/Set-top box Functions

Series Priority

The Record Series Prioritization feature enables you to reprioritize your scheduled series recordings on your DVR. The prioritization feature programs your DVR to know which series recordings are the most important in the case of a recording conflict.

To Reprioritize your Series Recordings:

1. Press the **Menu** button on your remote control
2. Scroll to **Recorded TV**
3. Scroll to **Scheduled Recordings** and press **OK** on your remote control
4. Scroll to **By Series**
5. Press the . A number appears to the left of each series titles, which indicates the existing level of priority.
6. Scroll to the series title that you would like to reprioritize, press the until the selected title reaches your desired priority level. Repeat this process as needed until all series have been prioritized according to your preference.
7. Press to exit the series prioritization feature.

Conflict Management

Your DVR has a Conflict Management feature. If you attempt to record more programs than your DVR will allow the **Recording Conflict** screen will appear, alerting you of the conflict.

To resolve the conflict:

1. When the **Recording Conflict** screen appears the conflicting recordings will be listed at the bottom of the screen. Using the **arrow buttons** on your remote control scroll to the recording you wish to remove in order to resolve the conflict.
2. Press **OK** on your remote control. The recording will now be highlighted in Green with a red circled X to the right of the title.
3. Scroll to the on screen **OK** button and press **OK** on your remote control to confirm your preferred conflict resolution.

Back to Table of Contents

Note: If you choose to cancel a recording of one episode in a series recording due to a conflict, all future episodes will remain as originally scheduled.

Info

Press the **Info** button on your remote control to see detailed information about the current program being viewed. Once you press the **Info** button, the Info bar appears on screen. The information provided in the info bar includes the following information about the program currently tuned:

- Current date and time
- The program title
- The remaining air time of the program
- The time slot for the current program
- The title of the episode currently airing
- The channel number and name
- SD or HD will identify whether the current program is airing in SD or HD format
- If the current program offers SAP, the SAP icon will be displayed
- Episode status is indicated. If it is a new episode, NEW will appear if it is a repeat episode the icon will appear.

A **short cut bar** is also available along the top of the Info bar, the following indicators and short cut options are available:

- Indicates that the current program is being recorded
- Indicates that the current program is being recorded as part of a Series Recording
- Scroll over this icon and press **OK** to add the current channel to your list of **favorite** channels list
- Scroll over this icon and press **OK** to **block** this channel from being viewed, this will also block this channel from being viewed in the list of channels in the program guide
- Scroll over this icon to change your **Video Output** between Normal, Stretch, Zoom 25% or Zoom 50%. Each time you press **OK** while on this icon the video output will automatically change
- CC Scroll over this icon and press **OK** to activate or deactivate **Closed Captioning**. Each time you press **OK** the Closed Captioning feature will be turned on or off. For more information on closed captioning see page 26.

Back to Table of Contents

DVR/Set-top box Functions

Action Icons and Definitions

- Remove channel from blocked list
- Add channel to blocked list
- Turn Closed Captions on or off
- Delete a recorded program
- Set as favorite or unset as favorite
- Jump to live TV
- Video output (toggle among Normal, Stretch, Zoom 25% and Zoom 50%)
- Play a recording or a VOD program
- Purchase this event (for an upcoming PPV event)
- Cancel purchase (for a prepurchased event)
- Recording options (for a DVR recording)
- Record a program
- Record a series
- Set a reminder for this program
- Restart a recording or a VOD program
- Turn SAP on or off
- Turn on secondary audio
- View other show times
- Stop a recording or a VOD program

Guide

Your on-screen program guide provides you with the list of currently playing and upcoming programs scheduled to air on all channels provided with your SureWest cable service. In the on-screen program guide you can use the up, down, left and right arrows to navigate through the channel lineup and future program times.

You can also manage, schedule and cancel program and series recordings from your on screen program guide. For more information on managing recordings through your guide please see the **Record and Replay Programs section on page 16**.

Guide Icons and Definitions

- Parental controlled blocked channel
- Closed captions available for this program
- Favorite channel
- HD program
- Unpurchased PPV program
- Purchased PPV program
- Recording set for this program
- Series recording set for this program
- Reminder set for this program
- Rerun (episode is not new) program
- Star rating (up to 5 stars per episode)
- Wide-screen format program
- New program(not a rerun)

Back to Table of Contents

Favorites

To help you quickly navigate to your favorite channels, your SureWest Whole Home DVR has a Favorite channels feature. To set your Favorite channels, follow these easy steps:

1. Press **Menu** on your remote control
2. Press to navigate to **Settings**
3. Press to navigate to **Channel Setup** and press **OK**
4. Press to navigate to **Set Favorites**
5. Press to select a channel you want to add to the Favorites list and press **OK.** A check mark appears next to the selected channel. (Press **OK** again to deselect the channel.)

SureWest Whole Home DVR Shortcut: You can also set your Favorite channels from the **Main Menu** screen. Press **Menu** on your remote control, select the **TV** option and navigate to the **Favorites** option. While in your **Favorite Channel Setup** screen you can choose to add all channels, remove all channels or select all subscribed channels to be added/removed from your Favorites list. While on the **Set Favorites** option scroll to and select **Clear All** to remove all currently selected Favorite channels, **Select All** to set all channels as Favorites or **Select All Subscribed** to set all of channels you subscribe to as your Favorites.

Back to Table of Contents

DVR/Set-top box Functions

Parental Controls

SureWest provides a parental control feature that enables you to limit the selections you or your family can watch. Your parental control options allow you to block programming by directly blocking specified channels, by programming with specified ratings or by type of content.

The first time you set up parental controls you will be prompted to set your parental control PIN, to set your parental control PIN follow these steps:

1. Press the **Menu** button on your remote control
2. Press to navigate to **Settings**
3. Press to navigate to **Parental Control** and press **OK**
4. When prompted enter your PIN (default PIN is 0000)
5. Press to navigate to **Parental PIN**
6. Press to navigate through the following options:
   a. Enabled
   b. Disables
   c. Change
7. Select **Change** and press **OK**
8. To change your PIN, enter the 4-digit code of your choice and press **OK**. (You will be asked to enter this new 4-digit code again to confirm your new PIN.) To have the PIN reset contact SureWest customer care.

Back to Table of Contents

Now that you have set your parental control PIN you can set your parental control preferences. To set your preferences follow these steps:

1. Press to navigate to **Settings**
2. Press to navigate to **Parental Control** and press **OK**
3. Enter your PIN to proceed
4. Press to navigate through the following protection options:
    - **Block Channels** – navigate through all channels to select which channels you would like blocked
    - **Block Ratings** – Ratings at or above the selected rating will be blocked. Options available are: NR, TV-Y, TV-Y7, G/TV-G, PG/TV-PG, PG-13, TV-14, TV-MA, R, NC-17, NR-Adult and No Rating.
    - **Block Content** – This feature allows you to block programming by content type: Violence, Adult Language, Adult Content and Nudity.
5. To further customize your parental control preferences use the following settings:
    - **Hide Blocked Titles** – Select Yes to hide blocked titles when scrolling through the program guide and on demand menu
    - **Block Unrated Programs** – Select Yes to block unrated programming
    - **Purchase PIN** – Select this option to enter a purchase PIN for PPV or VOD or to Enable, Disable or Change your existing or default PIN

Back to Table of Contents

DVR/Set-top box Functions

Closed Captioning

Your SureWest Whole Home DVR supports Closed Captioning and allows you to customize your Closed Caption preferences.

To set your Closed Captioning preferences follow these steps:

1. Press the **Menu** button on your remote control
2. Press to navigate to **Settings**
3. Press to navigate to **Closed Captions** and press **OK**
4. Press to navigate through the closed caption options:

- Standard CC:
  - Std CC1 Is the primary caption service for non-digital programming
  - Std CC2 through Std CC4 are text services that may contain different information, including alternate languages
  - T1 through T4 are text services that may also provide additional information from the closed caption provider
- Digital CC options determine the source of the caption services
  - Digital 1 is the primary caption source
  - Digital 2 is the suggested choice for alternate languages
  - Digital 3 through Digital 6 are not in use at this time
- Background Style:
  - Default – This option is determined by caption provider
  - Solid – The solid background option hides the video behind the captions
  - Clear – The clear option allows video to be seen behind the captions
  - Slight – The slight option shows both the background and the video behind it
  - Flashing – The flashing option is a solid background that turns on and off at a rate determined by the caption provider

Back to Table of Contents

- Background Color
- Character Color
- Character Size:
  - Choose from Small, Standard or Large font for the CC text
- Style

5. **When you finish selecting your closed captioning preferences navigate to Save or Cancel Options and press OK on your remote control to save your closed caption preferences.**

Caller ID on TV

SureWest Whole Home DVR is compatible with your Caller ID on TV feature. Caller ID on TV allows you to see whose calling right from your TV screen, so you can decide whether or not it should be an interruption.

The Caller ID on TV feature displays the incoming Caller ID information on your TV screen. You can adjust the length of time the Caller ID information is displayed on your TV and you can enable or disable the Caller ID on TV feature with your remote control.

To mange your Caller ID on TV feature follow these steps:

1. Press the **Menu** button on your remote control
2. Press to navigate to **Settings**
3. Press to navigate to **Phone Caller ID** and press **OK**
4. Press to navigate to **Notifications Display**
5. Press to navigate through the Notification Display options:
   - **Show**: This is the default setting, this option shows all incoming call information
   - **Don't Show**: This option disables the Caller ID on TV notifications
   - **Don't show until tomorrow**: This option disables the Caller ID on TV notifications until the following day.

Back to Table of Contents

DVR/Set-top box Functions

Caller ID on TV feature continued

6. Press to navigate to **Notifications Timeout**
7. Press to navigate through the timeout length options. These options will allow the notification to be displayed by the length of time selected. Notification display options are listed below:
   - **5 seconds**
   - **10 seconds**
   - **20 seconds**
   - **30 seconds**
8. Press navigate to the **Save** or **Cancel** buttons, press **OK** to save or cancel your preferences

Back to Table of Contents

Frequently Asked Questions

Questions about your SureWest DVR/Set-top box

Where can I find details on how to install my DVR/Set-top box?
Installation information is found in the Let's Get Started section of your DVR/Set-top box manual.

I have questions about my DVR/Set-top box and would prefer to speak with a Technical Support representative.
Please call 913.825.3000 and follow the prompts for current customers.

How many hours of programming can I store in my DVR/Set-top box?
The total number of recording hours will depend on the mix of SD (standard-definition) or HD (high-definition) programs you have recorded. On average you can store up to 80 hours of HD programming or up to 200 hours of SD programming.

Can I view and record HD programming with my DVR/Set-top box?
Yes. Your DVR/Set-top box supports both SD and HD formats. Your subscription to your Whole Home DVR service includes access to basic HD channels, a subscription to True HD is required to access some HD Tier channels.

Do I need to have my DVR/Set-top box connected to a telephone line?
No. Your DVR/Set-top box updates through the coax connection.

What happens if my DVR/Set-top box temporarily loses power?
All recordings saved prior to the power loss will be saved, as well as your future recording schedules. Recordings that are set to record during the power loss will be missed.

If the power goes out, will my Parental Control, Favorites and Users Settings be lost?
No. These settings should not be lost if your DVR/Set-top box loses power.

Back to Table of Contents

Frequently Asked Questions

Questions about Recording and Replaying Programs

How many channels can I watch and record at the same time?

Your Whole Home DVR can record up to two programs at one time per DVR. You can watch one program while recording another, or you may record two programs while watching a previously recorded program all at one time.

Can I watch a show I'm recording before the recording has completed?

Yes. You can either watch the program live as it is being recorded, or you can access the program through the recorded TV menu as it continues to be recorded.

Can I record On Demand programs?

No. Your DVR/Set-top box does not record On Demand (VOD and SVOD) programs. Keep in mind that On Demand programming can be watched over a specified period of time and you have the ability to start it any time you choose.

If I have a home theater will my DVR record a program in Dolby Digital 5.1®?

Yes. If the program is broadcast in Dolby Digital 5.1® the program will be recorded with Dolby Digital 5.1®. If the program is broadcast in analog sound, the recording will also be in analog sound despite your home theater's audio connection to your DVR/Set-top box.

What picture format will my DVR record programs in?

Your DVR will record the programs in the same format they are broadcast.

Can I increase the rewind and fast-forward speed?

Yes. Your DVR/Set-top box have the ability to rewind and fast-forward at three different speeds: 8X indicated by three arrows, 16X indicated by four arrows or 64X indicated by five arrows. The indicator arrows appear in the status bar on the screen while in rewind or fast-forward mode.

Does my DVR/Set-top box record any of the menu bar, on-screen program guide, audio volume changes or anything else that appears on the screen when I am using my remote control?

No. Your DVR only records the audio and video of the program you are recording.

A recording may start a minute or more after the program has begun. Why is this?

Your DVR is synced with the TV listing and if a network starts a program earlier than on the program guide the DVR will miss that time unless you program your DVR to record earlier.

Only a part of my program was recorded. Why?

If the beginning of the program did not record, you may have tuned in after the program had begun. If the end of the program did not record, it could be your DVR has reached its content storage capacity. Another reason could be loss of power or TV signal during the recording.

Back to Table of Contents

Questions about Managing your Recordings

How long can I keep my recordings?

You can keep them as long as you want. Lock the programs you do not want auto-deleted. You may need to erase some locked recordings to make room for others if storage capacity becomes an issue.

Does my DVR automatically erase programs to make room for new ones?

Yes. Your DVR will automatically erase programs when space is needed. Your DVR will delete the oldest recordings first.

Can I erase part of a recorded program?

No. Your DVR can only erase the program in its entirety.

How many future recordings can I schedule?

You can set as many future recordings as you want provided you have the necessary storage capacity.

Do Parental Controls work with my DVR/Set-top box?

Yes. Your Parental Controls will restrict what is viewed or recorded. If you schedule a recording for a program or channel that is blocked the program will record but the video will not appear and the audio will be muted. You will need to disable your parental lock feature to view the program while it is being recorded.

For more information on Parental Controls please see the Parental Controls section on page 24 of your SureWest Whole Home DVR Manual.

Where do I find the available storage capacity on my DVR?

Press the Menu button on your remote control, navigate to My Recordings or Scheduled Recordings and press OK. The total percentage of storage space used will be indicated as "percentage used", if your percentage used is at 90% or higher you may want to delete some older recordings.

Can I delete an entire folder or series of recordings at one time instead of deleting each episode of series individually?

Yes. To delete an entire series or folder of recordings at one time press the list button on your remote control, navigate to the folder you would like to delete, press the B button on your remote control and select the delete folder option.

How do I change the automatic start and stop times of my DVR recordings?

To change the start and stop times for your DVR recordings, see the Default Recording Settings section on page 17.

Can I use the a search function to locate programs to record?

The Search by show title feature is coming soon and will help you schedule recordings by searching for a show title. In the meantime, please reference the Record and Replay Programs section on page 16.

Back to Table of Contents

10050.1131 KC WHDVR Manual SPG2012

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